

NFC's Customer Board Meeting - Wednesday, July 18, 2012
9:00 a.m. – 11:00 a.m. EST

Agenda

- Roll Call

NFC – New Orleans

Randy Speed, NFC

Wanda Stewart, TR

Michelle Nelson, IRS

Barbara Berry, IRS

In the room:

Natalie Tyce, FDIC

Bob Short, FMCS

On the phone:

John White, NFC

Sandra Hart, DOJ

Indu Garg, USDA

Tyra Dent Smith, DOC (sitting in for Bill Fleming)

Deborah Berry, FCC

- **Adopt March 21, 2012 Customer Board Minutes**

Randy Speed asked attendees if there were any questions or concerns. There were none and the minutes were adopted.

- **Opening Comments –**

Randy Speed asked if John White would like to give opening comments. John said no and asked that Randy continue. Randy welcomed everyone and thanked them for participating.

- **Old Business Updates**

- **Help Desk Consolidation**

Phase 1 is due to go live October 1 this year. Help Desks will be consolidated so you will have only one number to call. Information will be provided to update our customers which is due by the end of this month. Slide 3 shows the high level timeline update and updates for phases 2 and 3. The build out is on schedule, furniture ordered, and NFC expects employees to begin moving to the new space as early as September. NFC will post updates on the home page to include new instructions for contacting the Consolidated Help Desk. Significant modifications are being made to the Employee Personal Page to allow users to get passwords reset on-line and for new employees to receive passwords for the first time on line without waiting for letters to be mailed. This is a major change and more communications will be forthcoming.

Q. When new employees receive their access, do they have to wait until the processing cycle ends or will it be sooner?

A. Randy responded by saying no, employees will not have to wait and there will be more information to come.

NFC is expanding the hours for the Consolidated Help Desk to accommodate more users, especially those on the west coast.

- **Risk Mitigation for Legacy Payroll/Personnel System**

Slide 4 speaks about the Risk Mitigation project for legacy payroll systems. NFC is moving along with planning for the conversion of databases and applications. The plans are on schedule to be completed by the August 24th deadline. Determination of proof-of-concept, beginning of database, and program conversion is on schedule for October 1, 2012. Under recent accomplishments, NFC stated that the installation of the development tool will allow us to make changes on a mid-tier then push those changes back to the mainframe. This tool is extremely helpful in resolving production events allowing NFC to find problems and resolve them quickly. The workbench tool is more of a system documentation tool and is being rolled out to NFC's requirements staffs where they can identify where a program is located and what it does. NFC is also developing an overall testing strategy that will involve you in determining how to roll it out.

- **Enterprise Reporting Solution**

Slide 5 discusses NFC's Enterprise Reporting Solution which is a huge project and is on schedule to deploy a pilot to the reporting work group by October 2012. Several reports were identified for the pilot. Build 1 for all payroll personnel systems is scheduled for deployment around February 1, 2012, and to include most reports from the Reporting Center, but not all. NFC is excited about having a true Enterprise Reporting Center with the idea of eliminating the need for FOCUS, RFQS, etc.

Q. What is the cost of the solution?

A. Randy responded by saying that there should be no cost and the goal is that the cost will be absorbed as a part of normal operating costs. NFC has requested funding from the OCFO to help with this initiative so that there should be no real cost to the customers.

All 3 major projects are on schedule and NFC will make sure to keep you posted of these tremendous changes. Sandra Hart (DOJ) indicated that she heard only 5 years of data will be stored. Randy stated that is not an accurate statement as NFC is looking at going back as far as 10 years. We are getting conflicting information from our customers and are looking to find legal requirements for reporting systems. NFC will continue to work with the customers to try and accommodate their needs.

- **PRT Recap from June 2012**

The PRT recap begins on slide 6. NFC has a tremendous workload and currently has 63 projects scheduled, 68 projects are pending and on hold waiting for requirements or information from agencies. NFC has a large backlog and has lost a number of employees in our Systems Requirements Branch (SRB). NFC plans to hire 5 additional FTEs within 30 days and has supplemented the staff with 3 contractors. Once all are on board, SRB will be almost at full staff and hope to eliminate the backlog. NFC's goal is to not have more than 50-75 in the backlog with exceptions for spikes. The slides following show the breakdown of unscheduled projects and what is scheduled for the PP 20 release. NFC also has an Annual Release scheduled for FDIC for 2012. NFC has heard nothing about an Annual Pay Raise, but Randy stated he has a call in to OPM and will ask if they have any news. NFC has made good progress on mitigating SPRs and has a very small backlog. Randy went over the following slides. He feels NFC has done a good job with the number of SPRs reducing from 2011. Much of the decrease is due to the staff not only fixing the data, but mitigating the problem by fixing the application to prevent future instances.

- **New Business**

- **Personal Benefits Statement Update**

NFC had a great response last year with going paperless with the annual Personal Benefits Statement. NFC is recommending no printing and flexibility to opt out. To allow an opt-out feature would take over 1000 hours of programming. NFC will work with agencies that wish to keep the paper copy and if that is the case, NFC will issue a separate IA. Michelle Nelson (IRS) mentioned that IRS went totally paperless last year. It was seamless to their employees and they had no complaints. In addition, IRS saved hundreds of thousands of dollars in printing and mailing costs.

- **EPP Mobile Application**

Randy recently saw a demo and has recommended changes for the final design of the Mobile Application for the EPP. NFC plans to deploy this new application in October 2012 and it will have all the functionality of the web version. NFC is very excited and is looking forward to it being highlighted at the Customer Forum later this year.

- **Customer Forum**

The 2012 Customer Forum is scheduled for November 27th and 28th pending budget implications. If there is a continuing resolution it will affect travel budgets. The Customer Forum will highlight the Enterprise Reporting Solution and the EPP Mobile Application.

- **A Suspense Correction Process**

Slide 18 talks about the feasibility of allowing agencies to correct T&A suspense actions. The reject rate has dropped dramatically over the years. A few of NFC's agencies are interested in taking that function and it would

lower their costs.

NFC has developed a paper and is working with agencies to get buy-in. NFC will determine if this can be done by bureau or at the Department level. NFC will also have to determine how to cost it out if it was done by bureau.

- **Debt Management Implementation Plan**

Slide 19 states that in PP 20, 2012 NFC will increase the garnishment from \$10 to \$15 per pay period without sending a bill. Some FOCUS reports are moving to the Reporting Center to make it easier to obtain reports. NFC is making some changes to the ABCO database to prepare for the Debt Management Improvement Act. NFC is looking for cost efficiencies in automation and reducing the cost to manage the program. This effort was spearheaded by Treasury.

- **FY 2013 SLA/IA Timeline**

Slide 20 talks about how NFC is working to make the IA process timelier this year. NFC has received assistance from agencies updating over the last years and plans to have them to the customers by August 2012 for approval. Slide 21 describes the schedule. NFC needs to do more analysis, but it appears that the PPS rates will be lower than last year. Randy stated that the IAs will be provided in August 2012 and he would appreciate if he could get the signed IAs back prior to the beginning of FY 2013. John White reiterated that one of the key items in the Economy Act is that we cannot work “at risk”. So part of this effort is to avoid that issue in the coming years.

- **Closing Comments/Adjourn**

Randy asked if there were any additional comments or questions. There were none and Randy asked if any arose after the meeting that they be directed to CMB or directly to him. The meeting was adjourned and EmpowHR customers were invited to stay on the phone to continue the discussion as it may pertain to EmpowHR.

- ***EmpowHR***

Indu Garg (USDA) was the only *EmpowHR* customer so Randy asked her to remain on the phone and the call was disconnected.

Future Customer Board Meeting:

Wednesday, November 7, 2012 9:00 a.m. – 11:00 a.m. EST